

CHAPTER 9 SITE REVIEW

9.1 Process Overview

The purpose of the Site Review process is to establish a mechanism for the evaluation and monitoring of contracts executed by the Arizona Department of Health Services (ADHS) to ensure services were delivered pursuant to the terms and conditions of the contract, statutes, rules and other policies applicable or made a part of the contract. During the site review monitoring process, ADHS shall provide training and technical assistance to the contracted provider and service area, provide a demographic profile of the area, engage in dialog to identify public health concerns, and provide a general overview of ADHS services.

The Community Health Nursing (CHN) Guidelines for Evaluation provides a structured framework for reviewing and assessing the Community Health Nursing Contractor's progress, program strengths and compliance with CHN Standards.

9.2 ADHS Program Responsibilities

- A. Schedule the on-site review with the Contractor a minimum of five (5) days in advance of the review.
- B. Prepare and provide the Contractor with a comprehensive Site Review Monitoring Guide.
- C. Provide the Contractor with a draft agenda, a list of the review team members, a copy of the site review monitoring guide, and list of patient charts that should be available for review.
- D. Conduct the on-site review utilizing a team comprised of staff with the expertise in the specific area(s) being reviewed.
- E. Conduct interviews with administrators, staff, clients, family members and others as appropriate.
- F. Provide feedback on performance to the Contractor during the on-site review exit conference.

- G. Provide the opportunity for the Contractor to discuss program strengths and identify issues and concerns.
- H. Provide the Contractor with desired training or technical assistance.
- I. Provide the Contractor with a “Draft” of a Site Review Summary which covers: Areas of Excellence, Recommendations for Improvement, and Required Corrections.
- J. Provide the Contractor with the opportunity to review and respond to the draft monitoring report. The Contractor will be given seven (7) days to respond to the draft report.
- K. Prepare the final monitoring report within 30 days of receipt of the contractor’s comments. A copy of the report shall be provided to the Contractor and a copy will be maintained in the Contractor’s program files.
- L. Review and accept or revise (in collaboration with the Contractor) the written plan of correction.
- M. Monitor the Contractor’s progress and provide technical assistance in support of the plan.

9.3 Contractor Responsibilities

- A. Cooperate with the Program in the monitoring process by making information and records available and by allowing interviews and inspections of the facilities.
- B. Notify the ADHS Site Review Team leader regarding any desired training or technical assistance that will be required during the on-site visit.
- C. Request the attendance of staff directly responsible for the contract.
- D. Make space available for the meeting and review of patient records.
- E. Have the following materials available for review at the site: Personnel Educational logs, CQI records
- F. Identify Contractor strengths, concerns and education/technical assistance

- needs during the site visit.
- G. Respond to the Site Review Draft Report within seven (7) days of receipt.
 - H. Prepare and submit to the Program a written plan of corrective action, if required, within fourteen (14) days of receipt.

9.4 Site Review Monitoring Guide

The Review Guide is divided into five sections. Each section represents a major category of the ADHS/CHN standards. These sections are:

- A. Program Administration and Documentation
- B. Staff Recruitment and Training
- C. Home Visiting and Direct Caregiving
- D. Family Involvement
- E. Quality Management and Improvement

Each section of the Guide identifies the performance standard for the Contractor. These performance standards have been stated in the “Scope of Work” sections of the contract or in the ADHS/CNS Policy and Procedure Manual. The NICP/OCSHCN review team gathers data, reviews documents and conducts interviews and inquiry of the CNS Contractor to assess whether the performance standard has been met. Prior to the start of the reviews, the NICP/OCSHCN review team will notify the contractor of the requested review, and state the materials requested for the review. (H-Have R-Request from the contractor O-Observed).

It is possible to use several different resources, documents or methods to gather information about the CHN Contractor’s program. These sources allow for a variety of means for reviewers to gather evidence to support findings and conclusions.

The topic in each section will cue and guide the reviewers about what types of questions to ask the Contractor and what things to look for in reviewing documents or other types of descriptive data and information that supports a standard. Reviewers will document areas for follow-up with the Contractor during the site visit.

SCORING: C=Compliant P=Partially Compliant N=Noncompliant

The contractor is given one score for each standard, based on the findings and conclusions of the review team. Areas above standards can be highlighted as strengths and areas of noncompliance can be documented so that the CHN Contractors can prepare action plans for resolving problem areas.

Collection of data and descriptions of processes will support the findings and conclusions and will provide the site review team with information to identify program strengths and opportunities for improvement.